



Burg 113571

**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

**Patent Application**

**Inventor(s)** Frederick M. Burg et al.

**Case** 113571

**Conf. No.** 4560

**Serial No.** 09/428,363

**Group Art Unit** 2154

**Filing Date** October 27, 1999

**Examiner** K. S. Lin

**Title** **Delivery of Call Queue Messages for Calls Launched from the  
Internet**

*th/b*  
**RECEIVED**  
JUL 15 2003  
Technology  
8/9/03  
*Not Entered*

**COMMISSIONER OF PATENTS  
WASHINGTON, D.C. 20231**

**SIR:**

**AMENDMENT**

In response to the Office action dated March 18, 2003 (application Paper No. 8),  
please amend the above-identified application as follows: